

## Seattle Office for Civil Rights

Germaine Covington, Director

### Contact Information

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### Department Description

The Seattle Office for Civil Rights (SOCR) works to ensure everyone in Seattle has equal access to housing, employment, public accommodations, and contracting. It investigates and enforces City, State, and Federal anti-discrimination laws, and provides public policy recommendations to the Mayor, City Council, and other City departments. It develops and implements policies and programs promoting fairness, equity, and diversity. It also administers the Title VI program of the 1964 Federal Civil Rights Act.

SOCR prevents and remedies discrimination through enforcement, outreach, and education. SOCR takes a neutral position in its complaint investigations. Until SOCR finishes an investigation, it reaches no conclusion about the complaint. SOCR encourages a negotiated resolution between parties whenever possible.

SOCR also develops anti-discrimination programs and policies, and enhances awareness through free education and outreach to businesses, community groups, and the general public. The Office works closely with immigrants, people of color, sexual minorities, and disability advocates to inform them of their rights under the law. A wide array of printed materials is available, translated into 10 different languages.

SOCR keeps civil rights issues before the public through articles in the local media, sponsorship of events such as Seattle Human Rights Day, and coordination of anti-racism projects such as "CityTalks! About Race". As part of a broad social justice movement, SOCR challenges Seattle to eliminate discrimination in all its forms. SOCR staffs a restructured volunteer commission that advises the Mayor and City Council on relevant issues.

### Policy and Program Changes

The 2003 Adopted and 2004 Endorsed Budgets reduce staffing support to City departments and general case investigation processing. More emphasis is placed on housing investigations that are funded by Housing and Urban Development grants. SOCR maintains its capacity to investigate discrimination cases, such as the Americans with Disability Act cases, and strengthens its capacity to assist discrimination victims through a Department of Justice grant.

The Seattle Human Rights Commission, the Seattle Women's Commission, and the Seattle Commission for Sexual Minorities, promote equality, justice, and understanding among all persons through advocacy, study, investigation, and consultation.

### City Council Budget Changes and Provisos

There are no Council changes or provisos.

# Civil Rights

<b>Resources</b>	<b>Summit Code</b>	<b>2001 Actual</b>	<b>2002 Adopted</b>	<b>2003 Adopted</b>	<b>2004 Endorsed</b>
<b>Civil Rights Budget Control Level</b>					
Enforcement		1,374,125	1,321,555	1,077,043	1,103,953
Policy and Outreach		734,538	661,859	507,095	519,764
<b>Appropriation</b>	<b>X1R00</b>	<b>2,108,663</b>	<b>1,983,414</b>	<b>1,584,138</b>	<b>1,623,717</b>
<b>Department Total</b>		<b>2,108,663</b>	<b>1,983,414</b>	<b>1,584,138</b>	<b>1,623,717</b>
<b>Department Full-time Equivalents Total*</b>		<b>24.50</b>	<b>24.50</b>	<b>22.00</b>	<b>22.00</b>

\*The department FTE total is provided for information only. All authorized positions are listed in Appendix A.

## Selected Mid-year Performance Measures

### Provide outreach and education to business, community groups, faith organizations and the general public on civil rights laws and issues and provide staff support to the Human Rights Commission, Women's Commission, and Commission for Sexual Minorities

Number of outreach presentations to immigrant/community groups regarding fair housing and SOCR services

2001 Year End Actuals: 31

2002 Midyear Actuals: 18

2002 Year End Projection: 45

Number of community education and training events

2001 Year End Actuals: 46

2002 Midyear Actuals: 19

2002 Year End Projection: 40

Number of anti-discrimination and fair housing materials developed and distributed

2001 Year End Actuals: Developed five written documents, translated materials into four languages, and distributed about 3,000 copies.

2002 Midyear Actuals: Developed fair housing materials, translated in six languages, and distributed 2,000 copies at presentations. Developed 15 new printed anti-discrimination materials. Produced two broadcast ads addressing anti-discrimination laws.

2002 Year End Projection: Distribute 3,000 brochures printed in six different languages to social service agencies to explain fair housing laws and SOCR services. Produce and translate fair housing materials (64,000 brochures) as a participant in the fair housing partnership.

**Promote equal access to services within the City of Seattle by enforcing City, State, and Federal anti-discrimination laws and investigate complaints to eliminate discrimination in housing, employment, public accommodations, and contracting**

Percentage of customers (charging parties and respondents) who report that services were unbiased, professional, and courteous and, would use SOCR services again or refer others to SOCR

2001 Year End Actuals: 83.70%

2002 Midyear Actuals: 90.40%

2002 Year End Projection: 82%

Number of cases closed per year

2001 Year End Actuals: 247 cases closed

2002 Midyear Actuals: 132 cases closed

2002 Year End Projection: 240 cases closed.

Average number of days from filing to investigator assignment (this measures promptness of initiating investigations after complaints are filed)

2001 Year End Actuals: 16 days

2002 Midyear Actuals: 8 days

2002 Year End Projection: 8 days

Average number of days from filing complaint to closure (this measures timelines and efficiency of investigations)

2001 Year End Actuals: 224 days

2002 Midyear Actuals: 166 days

2002 Year End Projection: 180 days. This is trending upwards due to the loss of one investigator.

# Civil Rights

## Civil Rights: Enforcement

### Purpose Statement

The purpose of the Enforcement program is to investigate complaints of discrimination in housing, public accommodations, and City and private employment and contracting, as well as violations of the Mayor's "Executive Order Affirming the Right of All Citizens to Receive City Services Equally" in order to remedy acts of illegal discrimination and, when they are substantiated, resolve them through settlements.

The Enforcement program also coordinates the City's Title VI program. We provide training to City departments about the Federal Title VI requirement, investigate complaints of all Title VI violations, and produce annual reports regarding all of the City's Title VI compliance efforts.

### Program Summary

Reduce staffing dedicated to fair contracting education and outreach, case investigation, and transfer funding for case processing from the General Fund to Housing and Urban Development (HUD) grant funds. As a result, more emphasis is placed on housing investigations, particularly predatory lending investigations. Case investigation processing time may increase.

<b>Resources</b>	<b>2001 Actual</b>	<b>2002 Adopted</b>	<b>2003 Adopted</b>	<b>2004 Endorsed</b>
General Subfund	1,374,125	1,321,555	1,077,043	1,103,953
<b>Total</b>	<b>1,374,125</b>	<b>1,321,555</b>	<b>1,077,043</b>	<b>1,103,953</b>
<b>Full-time Equivalents Total*</b>	<b>16.00</b>	<b>16.00</b>	<b>14.50</b>	<b>14.50</b>

*\*The program FTE total is provided for information only. All authorized positions are listed in Appendix A.*

## Civil Rights: Policy and Outreach

### Purpose Statement

The purpose of the Policy and Outreach program is to develop public policy and programs, as well as training and education for individuals, businesses, and landlords in Seattle in order to foster behaviors and practices that promote equal opportunity, equal access, civility, diverse participation, activism, and leadership.

### Program Summary

Reduce staff support to Americans with Disabilities Act program coordinators in City departments. This reduction impacts the monitoring and policy support given to City departments. The Department maintains its capacity to investigate discrimination cases, and respond to inquiries concerning access under the Americans with Disabilities Act. A Department of Justice grant expands services to immigrant and non-English speaking communities.

Reduce staff support to the Seattle Human Rights Commission, the Seattle Women's Commission, and the Seattle Commission for Sexual Minorities.

<b>Resources</b>	<b>2001 Actual</b>	<b>2002 Adopted</b>	<b>2003 Adopted</b>	<b>2004 Endorsed</b>
General Subfund	734,538	661,859	507,095	519,764
<b>Total</b>	<b>734,538</b>	<b>661,859</b>	<b>507,095</b>	<b>519,764</b>
<b>Full-time Equivalents Total*</b>	<b>8.50</b>	<b>8.50</b>	<b>7.50</b>	<b>7.50</b>

*\*The program FTE total is provided for information only. All authorized positions are listed in Appendix A.*